

DATA PROCESSING EQUIPMENT TECHNICIAN SERIES

<u>Code No.</u>	<u>Class Title</u>	<u>Occ.</u> <u>Area</u>	<u>Work</u> <u>Area</u>	<u>Prob.</u> <u>Period</u>	<u>Effective</u> <u>Date</u>
3907	Data Processing Equipment Technician I	02	737	6 mo.	01/12/89
3908	Data Processing Equipment Technician II	02	737	6 mo.	01/12/89
3909	Data Processing Equipment Technician III	02	737	6 mo.	01/12/89
4705(3473)	Data Processing Technician Supervisor	02	737	6 mo.	01/12/89

Promotional Line: 29

Series Narrative

Employees in this series are involved with the installation, repair, and maintenance of computer system hardware pertaining to mainframe computers, minicomputers, and/or microcomputers.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Data Processing Equipment Technician I **3907**

Employees at this level assist in repair work on a wide range of computer system hardware pertaining to mainframe computers, minicomputers, and/or microcomputers. They work under direct supervision from a designated supervisor.

A Data Processing Equipment Technician I typically –

1. assists in disassembling, repairing, and adjusting mainframe or minicomputer equipment and/or microcomputer systems and their components (such as printers, plotters, keyboards, modems, disk drives, and monitors)
2. assists in installing mainframe or minicomputer equipment and/or microcomputer systems (such as personal computer systems and accessories [i.e., microchips, memory boards, hard cards, color graphic boards, emulation boards, and disk drives])
3. assists in performing preventive maintenance and diagnostics
4. checks out equipment by performing functional electronic testing
5. operates common types of electronic instruments
6. operates simple machine tools
7. performs other related duties as assigned

Level II: Data Processing Equipment Technician II**3908**

Employees at this level perform repair work and troubleshoot a wide range of computer system hardware pertaining to mainframe computers, minicomputers, and/or microcomputers. They work under general supervision from a designated supervisor.

A Data Processing Equipment Technician II typically –

1. disassembles, repairs, and adjusts mainframe or minicomputer equipment and/or microcomputer systems and their components (such as printers, plotters, keyboards, modems, disk drives, and monitors)
2. installs mainframe or minicomputer equipment and/or microcomputer systems (such as personal computer systems and accessories [i.e., microchips, memory boards, hard cards, color graphic boards, emulation boards, and disk drives])
3. performs preventive maintenance and diagnostics as required
4. checks out equipment by performing functional electronic testing
5. operates common types of electronic instruments
6. operates simple machine tools
7. assists in the maintenance of an inventory of spare parts
8. performs other related duties as assigned

Level III: Data Processing Equipment Technician III**3909**

Employees at this level perform the most difficult technical duties involved in and/or serve as a working supervisor of the installation, maintenance, and repair of computer system hardware pertaining to mainframe computers, minicomputers, and/or microcomputers. They work under general direction from a designated supervisor.

A Data Processing Equipment Technician III typically –

1. performs the most difficult and complex repair and overhaul of mainframe or minicomputer equipment and/or microcomputer systems or related hardware (such as modems, controllers, and teleprocessing equipment) by dismantling, replacing parts, making adjustments, and reassembling
2. performs and/or supervises the performance of preventive maintenance on mainframe or minicomputer equipment and/or microcomputer systems
3. performs and/or supervises the performance of diagnostic tests to check out equipment and certain computer operations as required
4. trains and supervises lower level employees or students

5. assists in the planning and layout of computing systems to assure compatibility with existing systems, when appropriate
6. gives advice on proper use of equipment to users for equipment located in their work areas
7. responds to user calls/questions regarding mainframe or minicomputer equipment and/or microcomputer systems
8. orders and maintains an inventory of replacement parts and supplies for the operation of the equipment and keeps accurate records of same
9. provides information about estimated repair cost to the user and maintains basic statistics on repaired equipment, including parts and labor
10. prepares billing forms for repair services rendered
11. performs other related duties as assigned

Level IV: Data Processing Technician Supervisor**4705(3473)**

Employees at this level supervise the operation of the repair and maintenance activities of a mainframe computer, minicomputer, and/or microcomputer service center. They work under direction from a designated supervisor.

A Data Processing Technician Supervisor typically –

1. supervises subordinates in the maintenance and repair of mainframe or minicomputer equipment and/or microcomputer systems
2. serves as liaison with vendors in regards to maintenance and repair procedures
3. establishes and reviews procedures and initiates changes to meet operational needs
4. prepares or supervises the preparation of reports pertaining to the total operation
5. is responsible for maintenance of departmental inventory of supplies and equipment
6. monitors expenditures for the repair service unit
7. assists higher level personnel in developing fiscal year budget requests
8. selects, schedules, trains, and evaluates subordinate employees
9. maintains personnel records as required
10. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:**Level I: Data Processing Equipment Technician I** **3907**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. high school graduation or equivalent that included training in algebra or geometry and physics or elementary electronics

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. elementary knowledge of electronics and mechanics
2. ability to read and interpret technical manuals and other written and/or verbal instructions
3. ability to use small hand tools and test equipment for the maintenance and repair of mainframe or minicomputer equipment and/or microcomputer systems.

Level II: Data Processing Equipment Technician II **3908**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. high school graduation or equivalent
2. (a) 60 semester hours of college credit that included 30 semester hours in electronics
or
(b) Associate degree in electronics
or
(c) successful completion of a two-year trade or vocational school program in electronics or microcomputer repair
or
(d) eighteen months of work experience in the maintenance and repair of electronic equipment
or
(e) one year of experience in the maintenance and repair of mainframe or minicomputer equipment and/or microcomputer systems comparable to the I level of this series
or
(f) a combination of the above

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. applied knowledge of electronics and mechanics needed to diagnose and repair mainframe or minicomputer equipment and/or microcomputer systems
2. ability to read and interpret technical manuals and other written and/or verbal instructions
3. ability to use small hand tools and test equipment for the maintenance and repair of mainframe or minicomputer equipment and/or microcomputer systems

Level III: Data Processing Equipment Technician III**3909**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. possession of credential requirements listed for the II level of this series
2. three years of experience performing duties comparable to the II level of this series

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. knowledge of electronics and mechanics comparable to that required to perform the work of a Data Processing Equipment Technician II
2. skill in reading and interpreting technical manuals and schematics
3. skill in the use of precision hand tools and test equipment for the maintenance and repair of mainframe or minicomputer equipment and/or microcomputer systems
4. leadership ability
5. ability to maintain records

Level IV: Data Processing Technician Supervisor**4705(3473)**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. possession of credential requirements listed for the III level of this series
2. two years of work experience performing duties comparable to the III level of this series

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. extensive knowledge of the physical components and generating systems of mainframe or minicomputer equipment and/or microcomputer systems
2. knowledge of computer programming and basic computer theory

3. general knowledge of basic accounting procedures
4. supervisory ability

Data Processing Equipment Technician I.....	New
Data Processing Equipment Technician II.....	Revised
Data Processing Equipment Technician III	Revised
Data Processing Technician Supervisor	New